#### **EXHIBIT 37**



KMC/KMMG Top Issues Product Quality Report March 7, 2013 Product Quality

0539

The Power to Surprise



#### Open Top Issues

0540

The Power to Surprise

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 17 of 49 PAGEID #: 3639

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 18 of 49 PAGEID #: 3640

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 19 of 49 PAGEID #: 3641

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 20 of 49 PAGEID #: 3642

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 21 of 49 PAGEID #: 3643

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 22 of 49 PAGEID #: 3644



#### Monitoring Issues

(Will Be Closed 90 Days After Monitoring Date)

\* If Countermeasure is not effective after 90 Days, item will be moved back to Open Issues)

0562

The Power to Surprise

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 33 of 49 PAGEID #: 3655

### REDACTED

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 34 of 49 PAGEID #: 3656

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 35 of 49 PAGEID #: 3657

Days in Monitor: 61

### TF/QF/XM/SL - Panorama Sunroof Glass Shatter (Moved To Monitor 1/3/13)



### **Warranty Claim Chart** Total Cost: \$83,060 **Claims By Model** \$45,000 2011 \$40,000 \$35,000 2013 \$27,251 Cost \$30,000 \$25,000 \$20,000 \$10,000 \$5,000 TF(2011MY) - QF(2012/13 MY) хM

	Claim	Count
	UIO	740,081
	WAR	79 (5)
	TL	17
	CA	9
	NHTSA	XMA – 9 QF - 1

### Concern

- ➤ Consumer complaints of Panorama Sunroof Glass shatter while driving @ highway speeds.
- Consumers are reporting a loud explosion noise heard; then glass fragmentation falls into interior
- > Consumers are reporting Panorama Sunroof Glass shatter while operating sunroof or closing doors

### **KMA Action**

QIR: APT-BO-11093 (7/19/11)

- >KMA has issued two QIR's for XMa for this concern 7/12/2011 and QIR ACD-BO-11116 was issued on 12/15/2011 for QF.
- >KMA / KMMG /Supplier have conducted multiple Customer Complaint "Go & See" most recent on (11/30/2012)
- >KMA / HATCI CPG has completed a Controlled Durability Test for the Panorama Glass on both XMa and QF (11/21) >Continuous monitoring of field complaints
- Latest Investigation in AL inconclusive XMa
- ➤ Completed (2) investigations in Texas 2/11/13 (TF HEV)

### **Countermeasure Status**

### Production C/M

- > This concern was raised during QF EWR and multiple investigation were conducted with supplier to identify "Root Cause".
- ➤ Glass samples were recovered and sent to Supplier via NAQC (10/30)

### Field C/M

➤ None

### **KMA Request**

- ➤ KMA Request KMC & Supplier TFT Assistance for Further Investigation to "Root Cause" as Issue is Complex
- > KMC to investigate supplier sunroof heat treatment variability and material characteristics (heat expansion).
- > KMC to investigate body opening cavity variability and sunroof dimension variability for potential interference
- > KMC to investigate glass sample for material quality
- ➤ KMA request results of glass analysis conducted by supplier (3/7/2013)

0577

**Updated 3/7/13** 

WAR ( ) - Increase from last week

Neal Moen

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 43 of 49 PAGEID #: 3665

### REDACTED

Case: 1:15-cv-00506-MWM Doc #: 80-44 Filed: 10/04/17 Page: 44 of 49 PAGEID #: 3666

### REDACTED